

RECEIVED
CENTRAL FAX CENTER
OCT 18 2004



Intellectual Property Law Group

Verizon Corporate Services Group Inc

600 Hidden Ridge Drive
Irving, Texas 75038
MailCode HQE03H14
Phone: 972/718-4800
Fax: 972/718-3946
E mail:
christian.andersen@verizon.com

To: U.S. Patent and Trademark Office – From: Christian R. Andersen
Examiner: Hector A. AGDEPPA Sr. Paralegal – Intellectual Property
Group Art Unit: 2642

Fax: 703-872-9306 Pages with 25
Cover:


FORMAL SUBMISSION OF:

- 1) Amendment Transmittal;; and 2) Amendment After Final.

Title: METHOD AND SYSTEM FOR CALL CENTER SCREENING
Serial No. 09/692,926
Filing Date: October 20, 2000
First Named Inventor: Douglas J. COWELL
Atty. No. 00-5019

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below:


Christian R. Andersen

Date of Transmission: October 18, 2004

Best Available Copy

PATENT
Attorney Docket No. 00-5019

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	
)	
Douglas J. COWELL et al.)	Group Art Unit: 2642
)	
Application No.: 09/692,926)	Examiner: Agdeppa, Hector A
)	
Filed: October 20, 2000)	Confirmation No.: 8386
)	
For: METHOD AND SYSTEM FOR)	
CALL CENTER SCREENING)	

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

TRANSMITTAL LETTER

Enclosed is a reply to the Office Action mailed July 19, 2004. The items checked below are appropriate:

The claims are calculated below:

	Claims Remaining After Amendment		Highest Number Previously Paid	Present Extra	Rate	Additional Fee
Total	46	-	46	0	x \$ 18	\$ 0
Indep.	3	-	3	0	x \$ 86	0
<input type="checkbox"/> First Presentation of Multiple Dep. Claim(s)					+\$290	
Subtotal						\$ 0
Reduction by ½ if small entity						-
TOTAL						\$ 0

Attorney Docket No. 00-5019

Please grant any extensions of time required to enter this response and charge any additional required fees to our deposit account 07-2339.

Dated: October 18, 2004

By: _____

Joel Wall

Reg. No. 25,648

**RECEIVED
CENTRAL FAX CENTER**

OCT 18 2004

**RESPONSE UNDER 37 C.F.R. § 1.116
EXPEDITED PROCEDURE REQUESTED
EXAMINING GROUP 2642**

PATENT

Attorney Docket No. 00-5019

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Douglas J. COWELL et al.

Application No.: 09/692,926

Filed: October 20, 2000

For: METHOD AND SYSTEM FOR
CALL CENTER SCREENING

)
)
) Group Art Unit: 2642
)
) Examiner: Agdeppa, Hector A
)
) Confirmation No.: 8386
)
)
)

Mail Stop AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

AMENDMENT AFTER FINAL

In reply to the Final Office Action mailed July 19, 2004, the period for response which extends through October 19, 2004, and pursuant to 37 C.F.R. § 1.116, Applicants propose that this application be amended as follows:

Amendments to the Claims are reflected in the listing of claims in this paper.

Remarks/Arguments follow the amendment section of this paper.

Best Available Copy